1. (Amended) A computerized Internet Protocol Network Telephony (IPNT) call center, comprising:

a first processor coupled to a wide area network (WAN) and adapted to receive and distribute IPNT calls; and

a plurality of computers at operator workstations, each computer having a video display (PC/VDU) coupled to the processor;

wherein the processor is adapted to monitor [transactional] activity of the call center, on a transaction by transaction basis, to process the activity information according to selected routines in the processor, and to continuously communicate the processed information to a second processor elsewhere in the WAN.

2. (Unchanged) The IPNT call center of claim 1 wherein the first processor communicates with the second processor over the WAN by TCP/IP protocol.

3. (Unchanged) The IPNT call center of claim 1 wherein the first processor and the plurality of computer stations are connected on a local area network at the call center.

4. (Unchanged) The IPNT call center of claim 3 wherein a data server processor is connected to the LAN, the data server processor running an instance of a database comprising data associated with customers.

5. (Unchanged) The IPNT call center of claim 1 wherein the WAN is the Internet.

6. (Amended) An Internet Protocol Network Telephony (IPNT) call-routing system, comprising:

an initial call-processing system adapted for receiving IPNT calls from customers over a wide area network (WAN), and including a first processor adapted for routing incoming IPNT calls to selected destinations; and

a call center remote from the call-processing system, the call center comprising a second processor coupled to a plurality of computer platforms at operator workstations and adapted to route IPNT calls to individual ones of the computer platforms, and also connected to WAN;

wherein the second processor is adapted to monitor [transactional] activity of the call center on a transaction by transaction basis, to process the activity information according to selected routines, and to continuously communicate the processed activity information to the first processor over the WAN, and wherein the first processor uses the processed activity information to select destinations to route the incoming IPNT calls.

7. (Unchanged) The IPNT call-routing system of claim 6 wherein the first processor communicates with the second processor by TCP/IP protocol.

8. (Unchanged) The IPNT call routing system of claim 6 wherein the first processor and the plurality of computer platforms are connected on a local area network at the call center.

9. (Unchanged) The IPNT call routing system of claim 8 wherein a data server processor is connected to the LAN, the data server processor

running an instance of a database comprising data associated with customers.

10. (Unchanged) The IPNT call routing system of claim 6 wherein the WAN is the Internet.

11. (Amended) An Internet Protocol Network Telephony (IPNT) call processing system adapted for routing incoming calls to computer platforms at operator workstations [selected destinations], comprising:

an Internet routing server adapted to route IPNT calls; and

a database connected to the Internet server adapted for receiving and storing processed information about transactions at remote IPNT call centers continually on a transaction by transaction basis;

wherein the Internet routing server is adapted to select final destinations at the operator workstation computer platforms [for routing incoming calls] based on the stored processed information about transactions at the remote IPNT call centers.

12. (Unchanged) The call processing system of claim 11 wherein the Internet routing server is adapted to receive the processed information in TCP/IP protocol over the Internet.

13. (Amended) A method for routing an incoming IPNT call to a selected destination, comprising steps of:

(a) collecting information from a switch at an [INPT] IPNT call center via a second processor on a transaction by transaction basis [regarding operations of the call center];